



CUSTOMER SERVICE

ADJUST RESPOND BY AND DUE DATE

Provides guidance for adjusting the respond by and due dates in a Work Task in Facilities Connect.

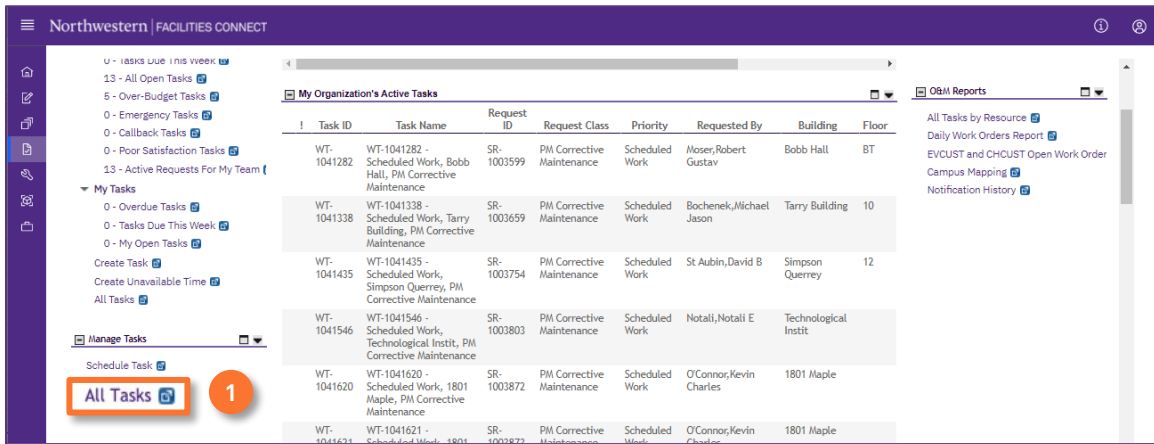
▼ GETTING STARTED

This job aid begins on the **Tasks** screen. For more information on navigating to the **Tasks** screen, please refer to the **Customer Service: Task Screen** job aid.

DIRECTIONS:

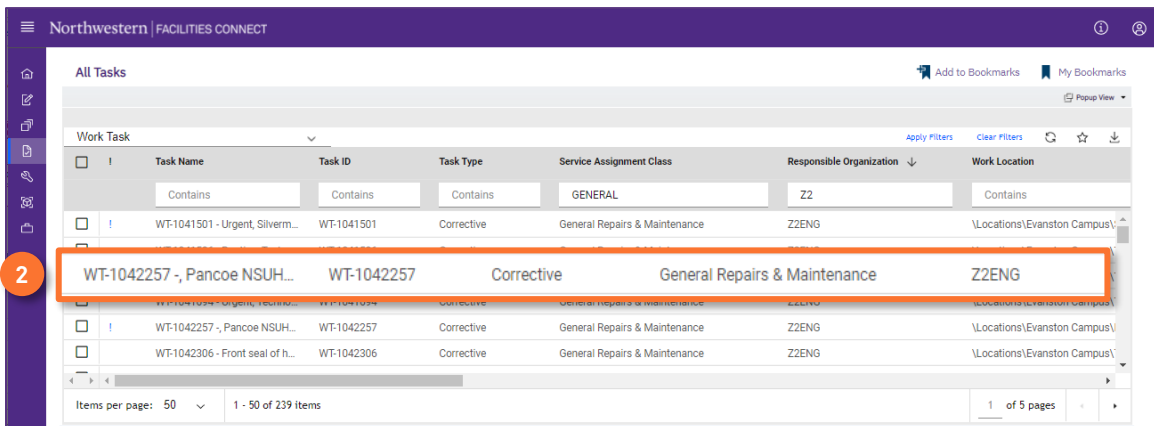
1 From the **Tasks** screen, scroll down to locate the **Manage Tasks** section:

1 Click **All Tasks**.



2 Upon clicking, the **All Tasks** screen will open:

2 Locate and click the Work Task you wish to view.



▼ TIP & TRICKS

Utilize the column filters and search function to locate the Work Task you wish to view. Layering your filters will make it easier to locate the Work Task.



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DIRECTIONS:

3 Upon clicking the Work Task will open:

3 Scroll down to the **Planned** section.

The screenshot shows a web application interface for a work task. The 'Planned' section is highlighted with an orange box. An orange arrow points from the number '3' in the directions to this section. The 'Planned' section contains the following fields:

- Dispatched Date: 01/17/2020 15:00:51
- Planned Start (Respond Date): 01/28/2020 13:00:00
- Planned End (Due Date): 02/05/2020 13:00:00
- Planned Follow-Up Date: 01/28/2020 13:00:00
- C. Planned Working Days: 8
- D. Planned Working Hours: 0
- Planned Cost: 5.00 US Dollars
- Constraint Type: As Soon As Possible

4 On the Work Task **General** tab, in the **Planned** section:

4a Enter a new **Planned Start (Respond Date)**. Be sure to include both Date and Time in this field (e.g. 1/29/2020 08:00:00 is January 29th, at 8:00 AM).

4b Enter new **C. Planned Working Days** and **D. Planned Working Hours** (the sum of these two (2) fields will be used to calculate duration).

This close-up screenshot shows the 'Planned' section with two callouts:

- 4a** points to the **Planned Start (Respond Date)** field, which contains the value **01/29/2020 08:00:00**.
- 4b** points to the **C. Planned Working Days** and **D. Planned Working Hours** fields. The 'C. Planned Working Days' field contains the value **0** and the 'D. Planned Working Hours' field contains the value **8**.

▼ INFORMATION

There is no need to enter a **Planned End (Due Date)**. Once the **Planned Working Days** and **Planned Working Hours** durations have been entered and the **Planned Start (Response Date)** has been set, the **Planned End (Due Date)** will auto-calculate.



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DIRECTIONS:

4 Once the **Planned End (Due Date)** details have been auto-updated:

4c Verify **Planned Start (Respond Date)**, **Planned End (Due Date)**, and **Total Planned Working Hours (C+D)** are correct.

4d Click the **Save & Close** button to complete the adjustment.

Work Task: WT-1028152-WT-1028152 - Routine, Mcgaw/Olson, Flood

General Job Cost Work Details Resources Procedures Notifications Notes & Documents Work Task Info Audit Actions

Currency US Dollars

4d Save & Close

Details

Task Type Corrective Task Priority Routine

Request Class Flood Service Class Plumbing & Leaks

Primary Work Location \Locations\Chicago Campus\Mcgaw/Olson\02\02320 Building Address 710 Fairbanks Ct

Geography Lookup Building Name Mcgaw/Olson

Customer Organization \Organizations\Workgroups\Zone 6 Engineer Building Primary Use Education

Preferred Access Time

Requests Find Remove

Projects Find Clear

Contract Find Clear

Responsible Organization Unassign Find Clear

Responsible Person Find Clear

Baseline

Planned

Dispatched Date 01/17/2020 15:00:51 Estimated

Planned Start (Respond Date) 01/29/2020 08:00:00 Respond Within 4 Weeks

Planned End (Due Date) 01/29/2020 16:00:00 Planned Duration (Due Within) 8 Hours

C. Planned Working Days 0 D. Planned Working Hours 8 Total Planned Working Hours (C+D) 8 hours

Planned Cost 5.00 US Dollars

Constraint Type** As Soon As Possible Constraint Date/Time**

**These fields are used in conjunction with Gantt scheduling only.